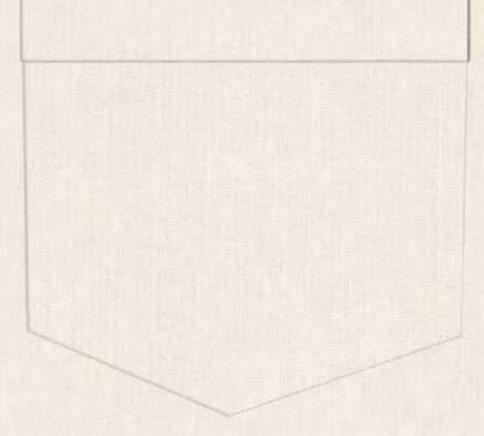
THE

Kentucky Fried Chicken

BRAND COMPENDIUM



WRITTEN AND COMPILED BY

Col. Harland Sanders



This book is meant to be read front to back, every page, thoroughly.

People tell me, however, that a Table Of Contents is a useful tool for finding information quickly.

I don't believe in shortcuts, but I'll relent in the name of efficiency.

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SPECIAL NEWS BULLETIN FROM THE DESK OF

Col. Harland Sanders

Dear Future Person, it's me - the Colonel, Harland Sanders, proud founder of Kentucky Fried Chicken®.

Recently, I had a vision of the year 2015. In this vision I saw a world in which our multinational corporation needs consistent and on-brand messaging across all forms of communications and marketing touch points. It was then that I dedicated myself to creating this brand guide for the future stewards of my beloved compendium restaurants.

I can only imagine the wonders of the future, the marvelous advancements in home-theater technology and what it's like living alongside fully cognizant robots. But I know one thing will never change—(our dedication) to making Kentucky Fried Chicken[®] "The Hard Way." What's that, you ask? Good question, Future Person! You will find the answers contained within the following pages.

Give it a read, enjoy your fancy spaceships and wacky futuristic hairstyles, then get back to the kitchen—there's work to do.

KENTUCKY FRIED CHICKEN INC. 1900 COLONEL SANDERS LANE LOUISVILLE, KENTUCKY 40213



The Value of

BUCKET ONE

MY STORY

This is the story of my life. Why is it important to know the story of my life? Because the Colonel (me) and Kentucky Fried Chicken® go together like, well, something that goes together real good...and if, for whatever reason, we have to relaunch this brand in 2015, I want my story to be a part of it.



My Lefe

(In The Form Of A Timeline)





HARLAND SANDERS

FERRY



SERVICE

INDIANA TO KENTUCKY
FERRY RIDES
LOCAL SIGHTSEEING FERRY

H. SANDERS TELEPHONE STR

SANDERS GASOLINE SALES
OF KENTUCKY







HARLAND SANDERS

MULES HANDLER TAMER

Bus. 2613 Donald St.

Phone 2-6266









HARLAND SANDERS

523 ALEXANDEN STREET

DISTRICT AGENT
LIFE INSURANCE SALES
JEFFERSONVILLE, KY

Harland Lighting Supplies

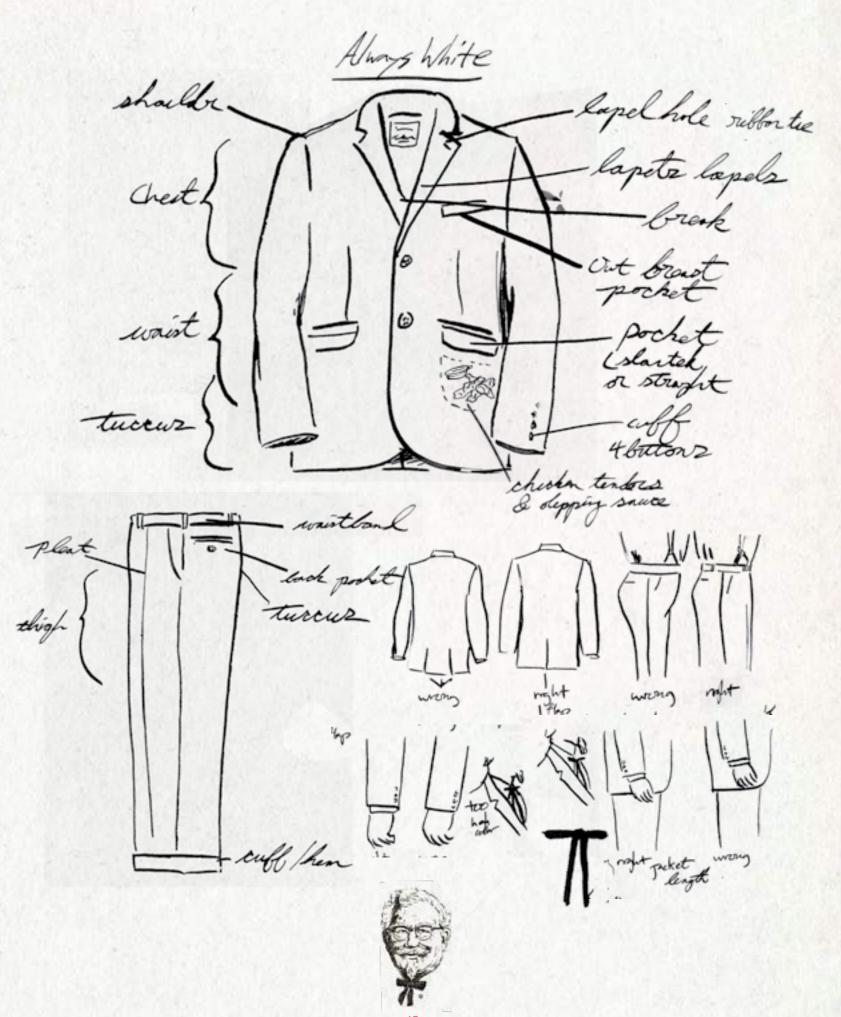
Note To Selforder new business cards that smell like fried chicken.







I don't just wear this beautiful white suit because it's fashionable. It's a symbol of cleanliness, spotlessness and showmanship-ness. Plus, it's what people expect of the KFC® Colonel...and I never disappoint.







Remember, folks
Preparation is paramount





OUR VALUES

Times change, values don't.

I don't care what year it is or what futuristic moon base you live on, these are the values that built this company, so pay attention.



Note to self Pick up spore white suit from Dry Cleoners





Kentucky Fried Chicken®

OFFICIAL DICTATION RECORD: CENTRAL OFFICES, LOUISVILLE, KY

SPEAKER	TRANSCRIBED BY	SUBJECT / TOPIC	DATE	DOC. NO.	PAGE
Col Harland Sanders	Ashley		/ /		OF

COLONEL:

Ashley, take a dictation.

Ok, ready?

The Hard Way.

Making fried chicken The Hard Way is what separates us from our competition. Now, most folks think we might cook things like the other "fast food" restaurants do. Well at Kentucky Fried Chicken® our way is not the fast-food way. Not at all.

We don't compromise on the quality of our ingredients or our steadfast dedication to the process. Sure, there are easier ways to make fried chicken, but easy isn't delicious. This is how we will continue to make the world's finest home-cooked meals. Because The Hard Way is the tastiest and best way.

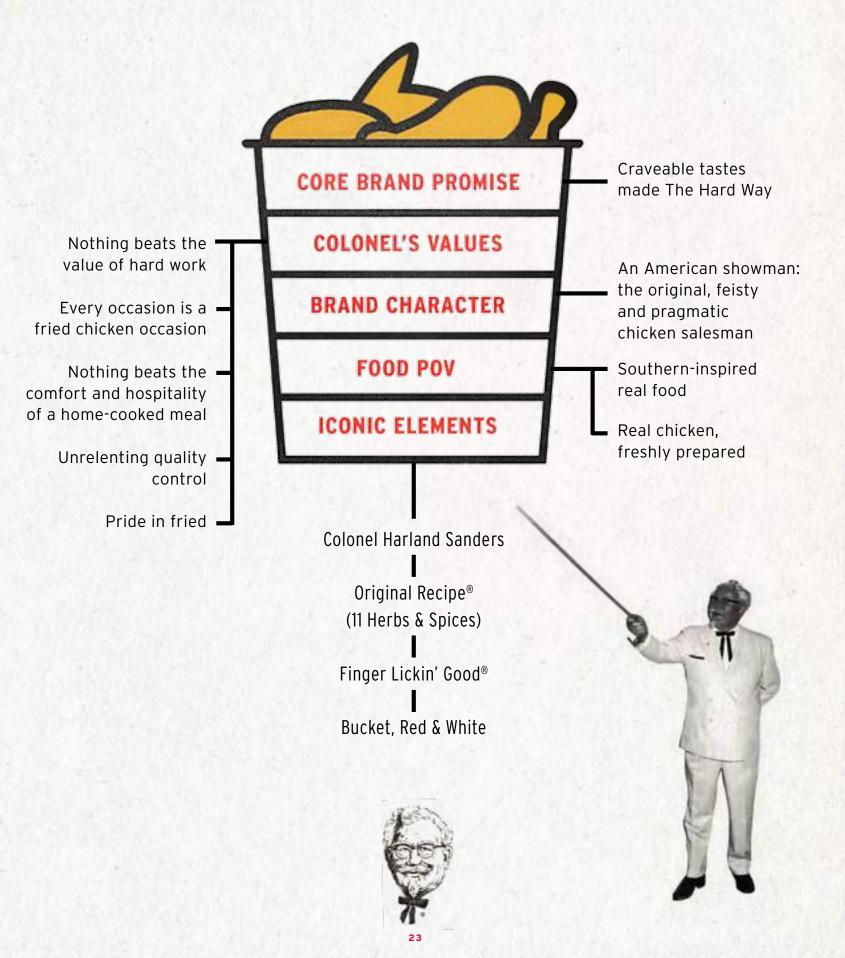
Wait, let's change that to "best and tastiest way." Does that sound better? How about "finest and tastiest." That's good. Hold on, did you just type that part? Are you typing this too? Well now I applaud your dedication to working hard, but this isn't part of the memo. You're right, maybe I should take typing lessons. I agree, that would make things much easier. I'll do it Monday, right after Bikram Yoga. Oh about two years now, very relaxing.

Note to self sign up for typing classes



CRAVEABLE TASTES MADETHE HARD WAY

MY BUCKET OF BRAND ARCHITECTURE



22



Colonel Thoughts

Nothing bests the value of hard work.

Nothing. I've done the math.

Hard work bests all vitamins and tonics, in the world, and it tastes better too!

If you've got time to lean, you've got time to clean.



My (Our) Promise to My (Your) Luests:

Treat Every Luest Like & Friend In Your Home.

My (Our) Promise to My (Our) People

Be your Best Self; Make & Difference, Have Fun. Our Culture Values

Believe in All People.

Run Great Restaurants.

Ho For Breakthrough.

Build Know-How.

Work As A Family.

Recognize.





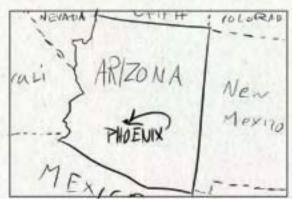


Now some world-famous, beloved spokespeople take themselves way too seriously. I'm not one of them. Well, hold on, I am one of the world-famous, beloved spokespeople, but I'm not one of the ones who take themselves too seriously. In fact, I hereby mandate that Kentucky Fried Chicken® never take itself too seriously. That little Judge Colonel down there makes it official.



The story of the line comes from Pete Harmon, who also trademarked it!





Pete's brother Dove had opened a restaurant selling Kentucky Fried Chicken in Phoenix.





He would take a plate of chicken down to the TV station and eat it in the background while his manager, Ken Harbough, did the restaurant's advertisements.

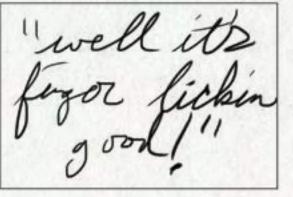




"One day a woman phoned up just as mad as the devil," said Harmon, "and told the manager,

'That Mr. Harmon is licking his fingers!'"





Ken spontoneously soid, "Well, it's finger lickin good"!"

its tinger " Lickin good Lickin good

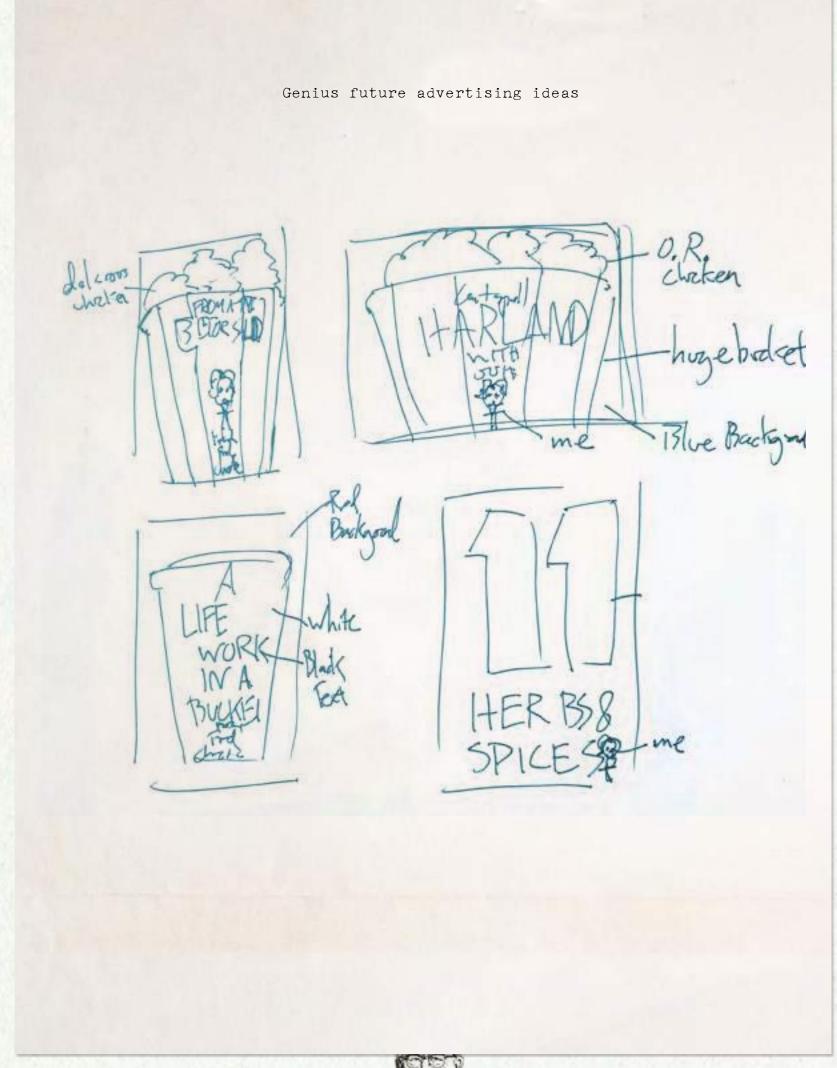
Now I would love to take credit for dreaming up such a meaningful and world-famous line, but it was actually created by Ken Harbough, one of our earliest restaurant managers.

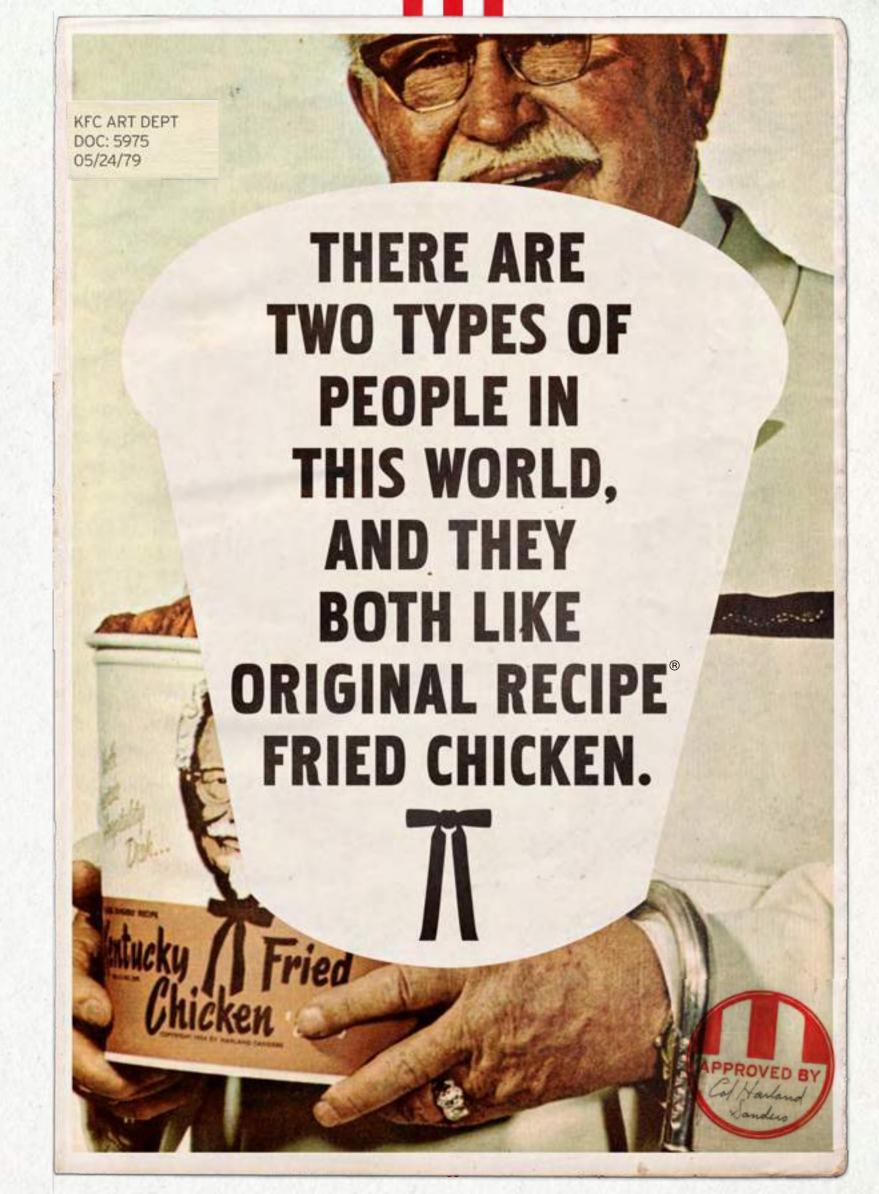
You see, he was doing a bit on a local news station about Kentucky Fried Chicken,® and a woman called in to complain that he was licking his fingers on TV. Without missing a beat, old Ken yelled out, "Well−it's finger lickin' good™!" And the saying stuck. The rest is KFC® history.





HOW TO TALK









WHEN LIFE HANDS YOU LEMONS, THROW'EM BACK AND TELL LIFE YOU WANT SOME FRIED CHICKEN AND MASHED POTATOES. THAT'S WHAT I DID.





THINGS TO DO TODAY

	E111
Date:	2/10
	/

Urgent		Done
	1. Est first bucket of chicken.	V
	2. Perfect Baked Beans recipe (add more chicken?!??!)	4
	3. Est lunch.	
	4. Develop multinational expansion strategy.	9
	5. Think about taking the afternoon off.	V
	6. Lough st the thought of taking the afternoon off.	9
	7. Continue search for 12th secret ingredient.	1
	8. Est dinner bucket of chicken.	1
	9. Iron suit.	
	10 Sleep 15 minutes.	9
	NOTES:	
	I think Tim is steeling my lunch	





Learning the secret cooking process



ing the Chicken



Proper use of Warming Unit



Explaining the Filtering System



ning the Gravy and Potatoes



Operating Biscuit and F.: Oven



Packaging of the Product



Register and Counter Operation

Having developed the most tasty chicken dressing possible, I don't want to keep it a secret any longer. I hereby state that the exact secret recipe should be free for all to see and use. So here it is.

	dients	
	, , , , , (
I recopos	ne delson popper	
pa		1
_		

EDITED BY

KFC

BOARD OF

DIRECTORS

Preparation Disain since with cold vater and ast dry Chinese with cold vater and below a dry Chinese with cold vater and below









Original THE BUCKET



New & Improved! THE BUCKET











KFC ART DEPT DOC: 5975 05/24/79

HARD WORK IS LIKE A **BUCKET OF** CHICKEN. THINK ABOUT THAT FOR A MINUTE.

HOW TO TALK

People describe me as a "feisty chicken salesman." And you know what I say to those people? I say, "I don't have time to talk about that. I've got chicken to sell." And I guess that proves their point because they just laugh and say, "Told you so." Anyway, at KFC® we're all feisty chicken salespeople, so that's how we should talk—or write or type or whatever.



I don't like talkin' about the way we should talk.

example of how we talk about our food.

Doesn't make sense to me. I mean, just talk. How hard is

that? Still, I guess you people in the future might need

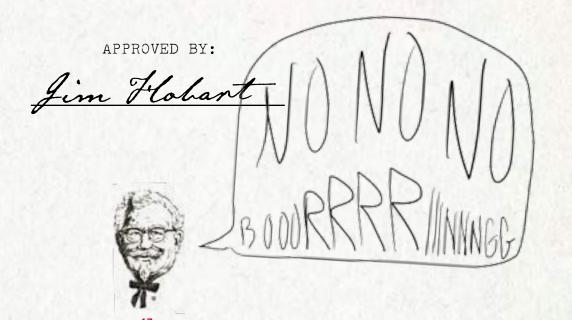
a reminder. So I had Jim from marketing write up a good

Hungry for delicious fried chicken?

Well then come on down to Kentucky Fried Chicken® where you'll find quality bome-cooked meals at an affordable price for the entire family!







Jim is now on an HR-mandated Performance

Here, let's see if the ol' Colonel's still

Improvement Plan.

got it.

make every piece of chicken
The Hard Way. Why?

At Kentucky Fried Chicken® we

Because if you want the best tastin' chicken around, that's what you gotta do. Is it easy?
NO, that's why it's called "The Hard Way" and not "The Easy Way."

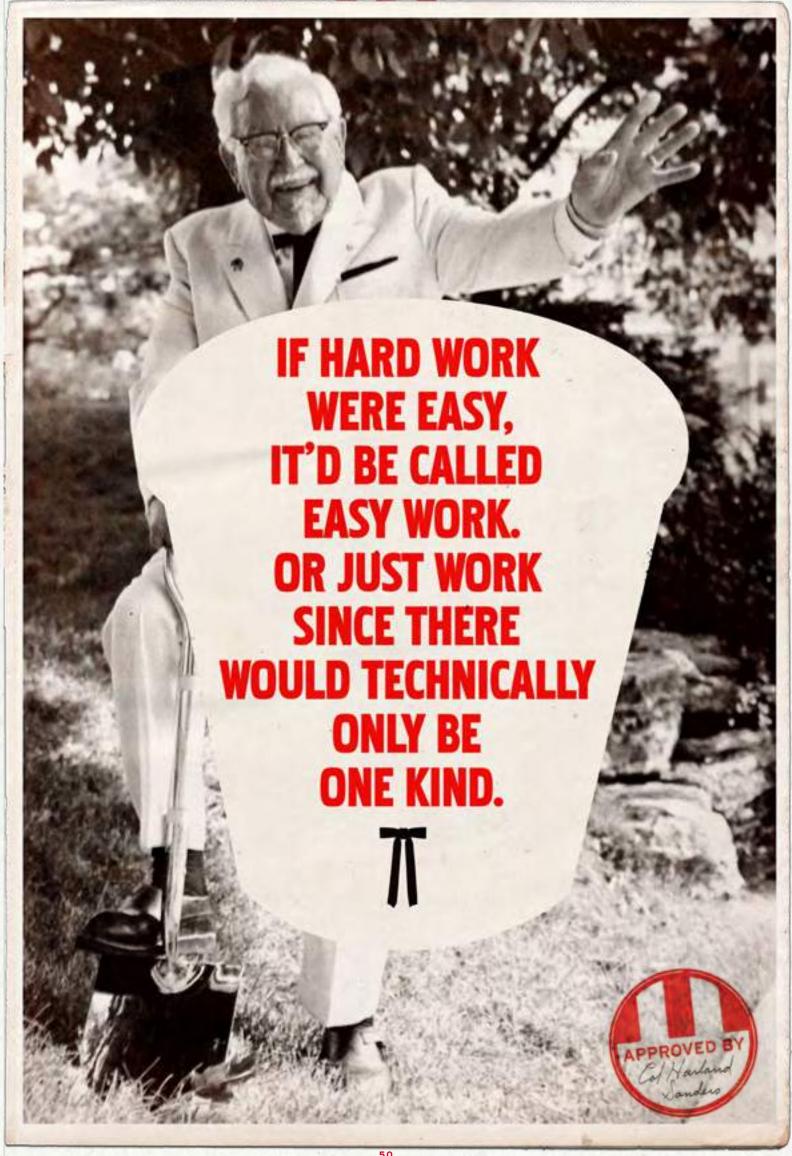
Jup, I still got it.

APPROVED BY:

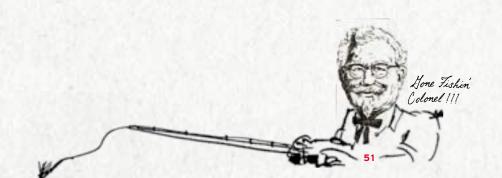
Col Harland Sanders







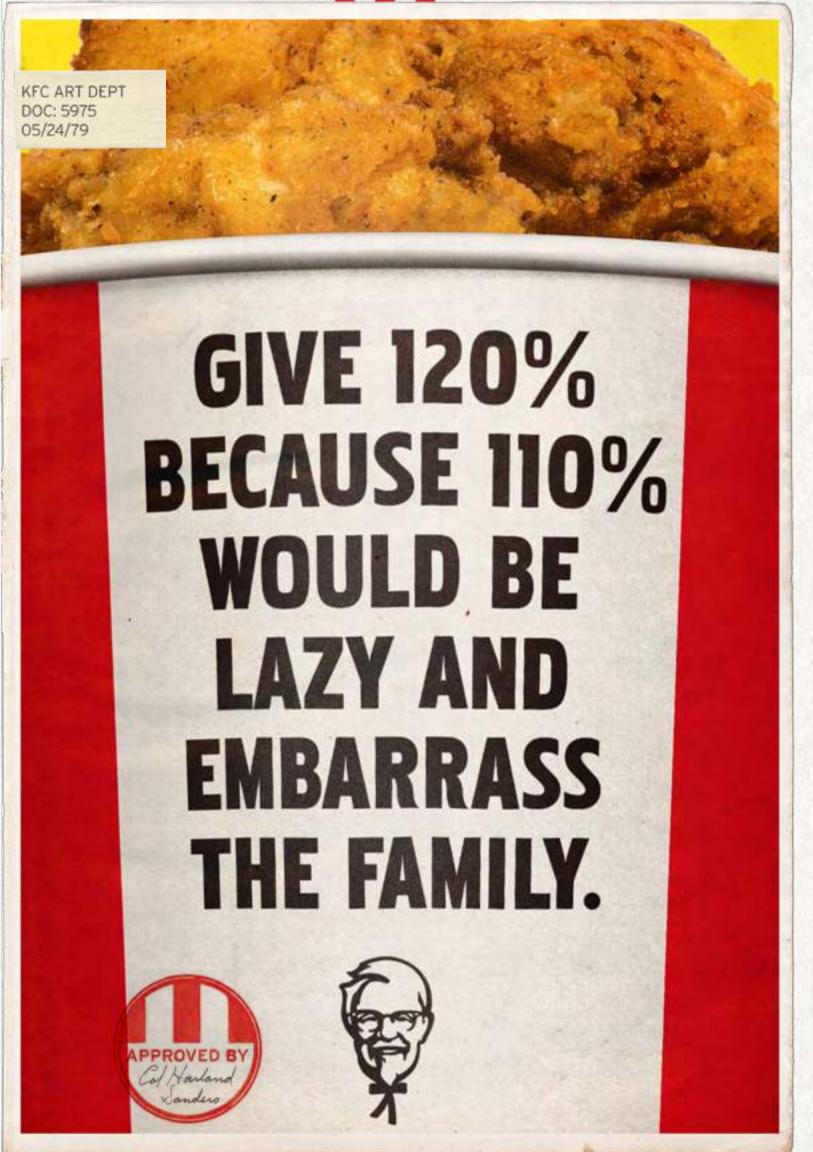


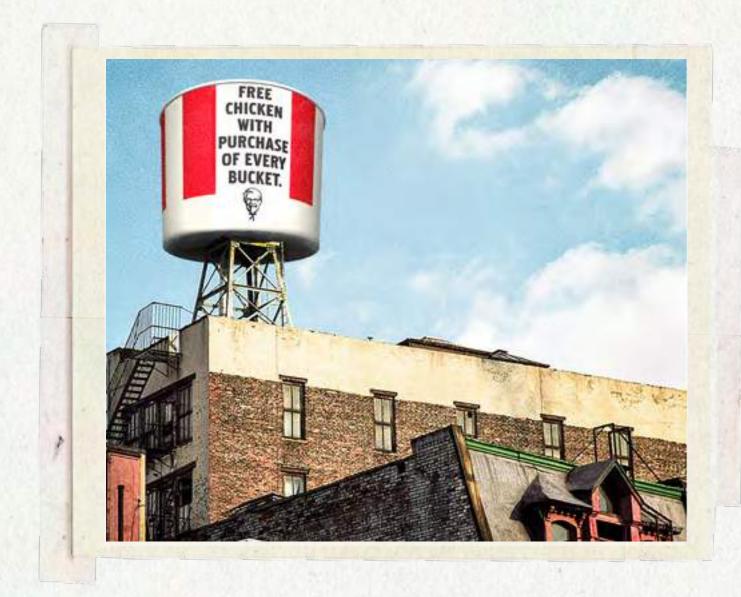


Lugust 29, 1962

I had the strangest dream about fried chicken the other night, which really isn't all that stronge since I dream shout fried chicken every night and think shout it every day. Well, anyway, there I was flying on this bucket of chicken, and it was taking me to a new store opening in Japan - a truly beautiful country, by the way. So I fly right up to cut the ribbon, and as soon as I touch ground it turns into a swimming pool of mashed potato gravy. Hahahaha...now that would be something! I really have to stop esting so many biscuits before bed.



















Consistency is the key:

consistency in looks and words.

Keep it clean, classic, iconic.





W IO IALN

HERE'S HOW WE TALK ON PACKAGING:

"If there's somewhere to put words, put words on it."

-Shakespeare?



























If it's too early for chicken, drink this and wait until it's not too early for

















June 3 1958

I went undercover today and tried a piece of fried chicken from the new store down on 38th. They recognized me instantly. Next time, I really must remember to change out of my white suit and not introduce myself as the Kentucky Tried Chicken Colonel.

Creste fske nome:

Chicken McChickerson

Tri D. Chicken

Roberto

The Duke de Kentucky

The Colonel Somders

Rick



WIOIAL

THAT TO TACK ABOUT

BRAND DICTIONARY

CULTURE

Team: Family

On-boarding: Welcome

Job Offer: Career Invitation

Training: Learning

Franchisee: Franchise Partner

RGM: Restaurant General Manager

AUM: Restaurant Leader

SS: Kitchen Leader

CSTM: Service Expert

FSTM: Cook

SERVICE

Customer: Guest

Blast: Please & Thank You

Transaction: Visit

Greet: Welcome

For Here: Dining In

To Go: Carry Out

Speed of Service: Speed with Service

FOOD

Product: Menu Item

High End: Group Meals

Low End: Individual Meals

Calendar Window: Calendar Menu

ASSET

Store: Restaurant

Back of House: Kitchen

Front of House: Dining Room

Front Counter: Kitchen Counter

Drive-thru: Meals to Go





BUCKET FOUR

WHAT TO TALK ABOUT

Now that we've covered how to talk, here are some things to talk about. Mainly fried chicken and buckets of fried chicken and sides that go great with fried chicken. Then some other stuff tangentially related to fried chicken.



INTENTIONALLY LEFT BLANK

(If you don't say it, people won't know it. See what I did there?)

Kentucky Fried Chicken®

OFFICIAL DICTATION RECORD: CENTRAL OFFICES, LOUISVILLE, KY

SPEAKER	TRANSCRIBED BY	SUBJECT / TOPIC	DATE	DOC. NO.	PAGE
Col Harland Sanders	Ashley		1 1		OF

To: Everyone

From: The Colonel

Re: Future Advertising Talk

COLONEL:

Dear Future Kentucky Fried Chicken® Person, I put this next section together to help you better understand what to talk about when you put something out in the world that talks to people about Kentucky Fried Chicken®.

I don't have the numbers in front of me, but my calculations have shown that by the year 2015 we'll be greatly served by reminding people about our rich history and tradition of making the world's finest home-cooked meals. I believe there's a pretty big chance people might just think we're a regular old fast-food chain. So let's focus on what makes us great—our food, our process and our forward-thinking fashion sense.

Wait a minute, I'm currently writing all about the importance of remembering our rich history and tradition during the time period of making that rich history and tradition so that people in the future can then talk about our rich history and tradition.

Oh man, my head's going to explode.



PRIDE IN FRIED

We make fried chicken-heck, we practically invented it. If they ever make a food hall of fame, our chicken is gonna be a first-ballot inductee.

We must stay true to who we are: makers of the world's finest fried chicken and snappy dressers, to boot.

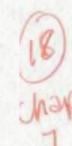




NOTHING BEATS THE COMFORT AND HOSPITALITY OF A HOME-COOKED MEAL. TRUST ME, I CHECKED.

Bells and whistles might sell a bad hamburger once, but they won't keep people coming in the door for long. I don't much care for flash and gimmicks—I prefer good, old-fashioned, delicious meals cooked the way people like 'em.







OCCASIONS FOR FRIED CHICKEN

- Birthdays
- Breakfast
- Wedding
- Mondays
- Twice on Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- Sunday
- Lunch
- Family reunion

Creste giont-sized

Ducket! Yes!

- Tuesdays
- 3pm snack
- Work
- Anniversaries
- Dinner
- Road trip to Grand Canyon
- Meetings
- Bar mitzvah
- Just hangin' with friends
- AM

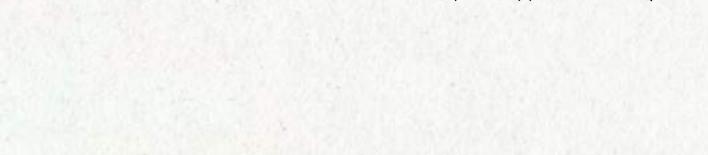
- PM
- BC
- AD
- Tuesdays
- Baseball game
- Before or after fried chicken
- Rap battles
- 1979
- Picnics
- Snack
- Birthday parties
- Anniversary parties
- Homework time
- Holiday
- Awkward office parties
- Long elevator rides
- Dates
- Weddings
- Journal writing
- Secretary's Day
- Boss's Day
- Just because
- 1:00 5:00 9:00
- 2:00 6:00 10:00

OCCASIONS FOR FRIED CHICKEN

- 3:00 7:00 11:00
- 4:00 8:00 12:00
- Late night at work
- Early morning at work
- Party
- After party
- Pre-party
- Walks on the beach
- Sunbathing
- 30 minutes before swimming
- Debating politics
- Skydiving
- English class
- Math class
- Nailed that physics test!
- First date
- Fourth date
- Right now
- Reading a book
- Holding hands
- Fruitcake Toss Day
- Trivia Day
- National Bird Day
- Houseplant Appreciation Day

- Dress Up Your Pet Day
- National Hat Day
- National Popcorn Chicken Day
- National Hugging Day
- Squirrel Appreciation Day
- National Compliment Day
- Opposite Day
- Fun at Work Day
- Casual Friday
- National Puzzle Day
- Backward Day
- Groundhog Day (all of them)
- Thank a Mailman Day
- Kite Flying Day
- Umbrella Day
- Make a Friend Day
- White Suit Day
- Valentine's Day
- Random Acts of Kindness Day
- Card Reading Day
- Walking the Dog Day
- Carnival Day
- Polar Bear Day
- Floral Design Day

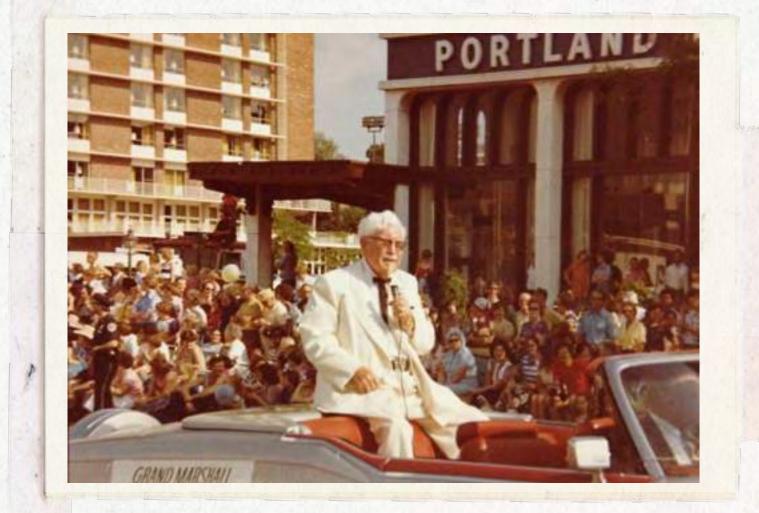




OCCASIONS FOR FRIED CHICKEN

- Leap Day (every four years)
- Old Stuff Day
- National Quilting Day
- Library Week
- National Karaoke Day
- NOT April Fools' Day
- Golfer's Day
- National Submarine Day
- Rubber Eraser Day
- Look Alike Day
- Organize Your Computer Day
- Roadmap Week
- Friendship Day
- Bad Poetry Day
- Reading a book
- Writing a book
- Traveling through space
- Looking at stars
- Reading this book
- Typing this list
- Playing chess
- Playing checkers
- Playing bridge
- Playing anything

- Right now
- In five minutes
- Later today
- Tonight
- After the movie
- Before the movie
- During the movie
- Taco Tuesday
- Third 29th birthday
- Washing the car
- Waiting at the carwash
- 5yr high school reunion
- 10yr high school reunion
- 20yr high school reunion
- 50yr high school reunion
- Graduation
- *And anytime
- *Meaning, absolutely anytime



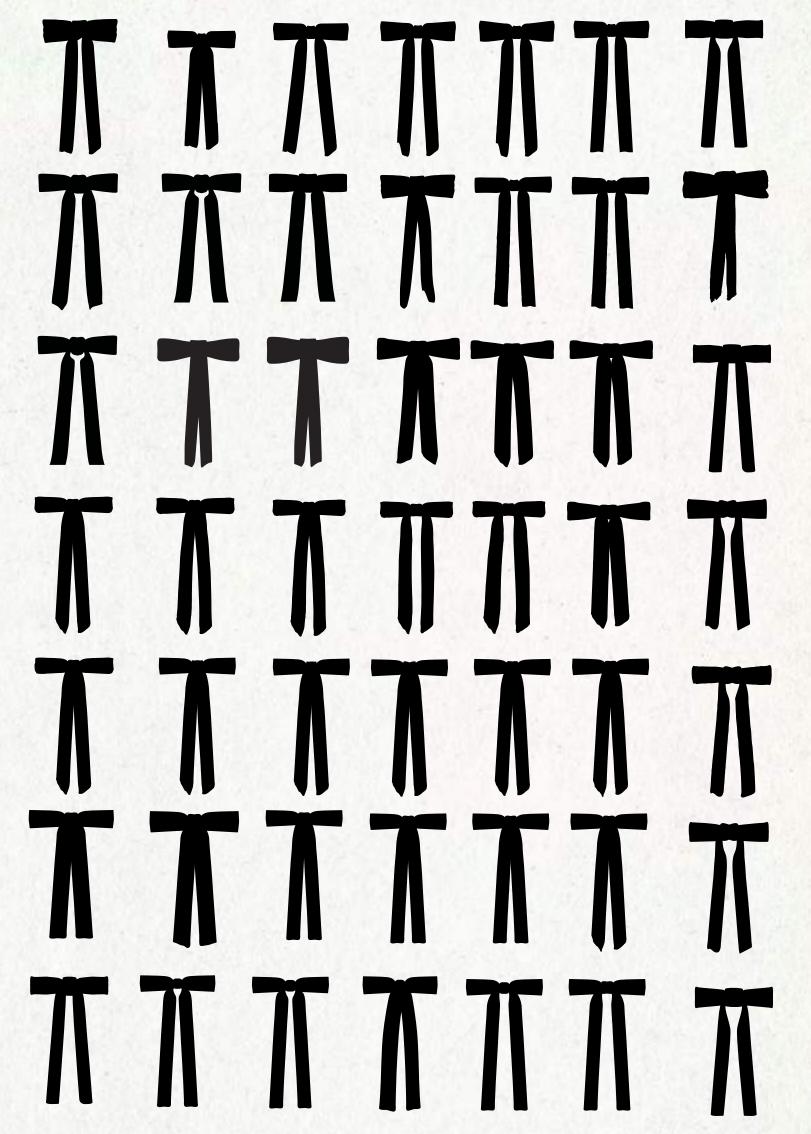


SOUTHERN-INSPIRED REAL FOOD





REAL CHICKEN,
FRESHLY PREPARED Evanylay

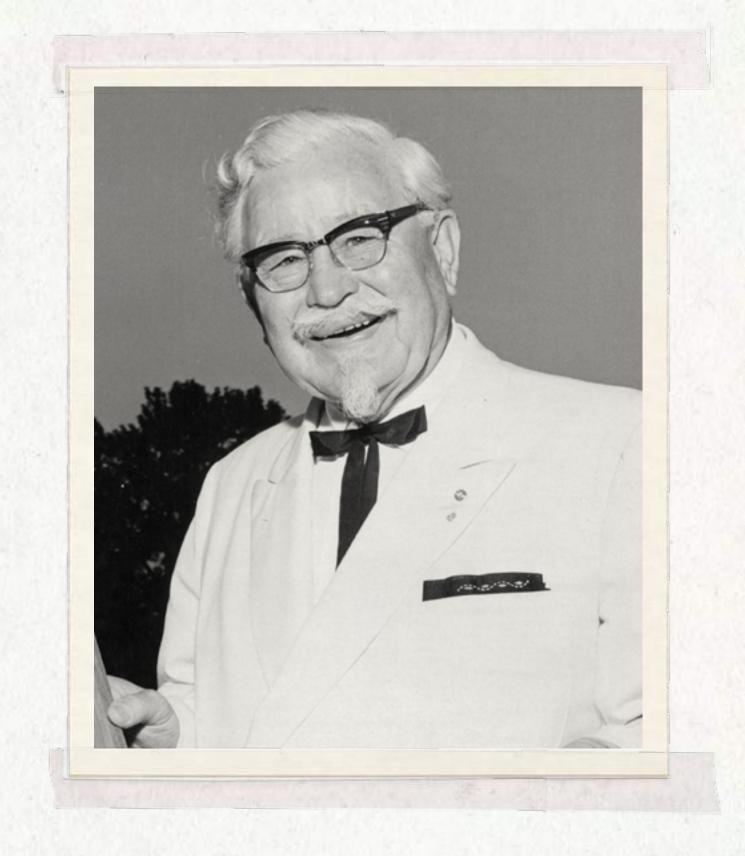




KFC ART DEPT DOC: 5975 05/24/79

FROMA TIME BEFORE SALAD





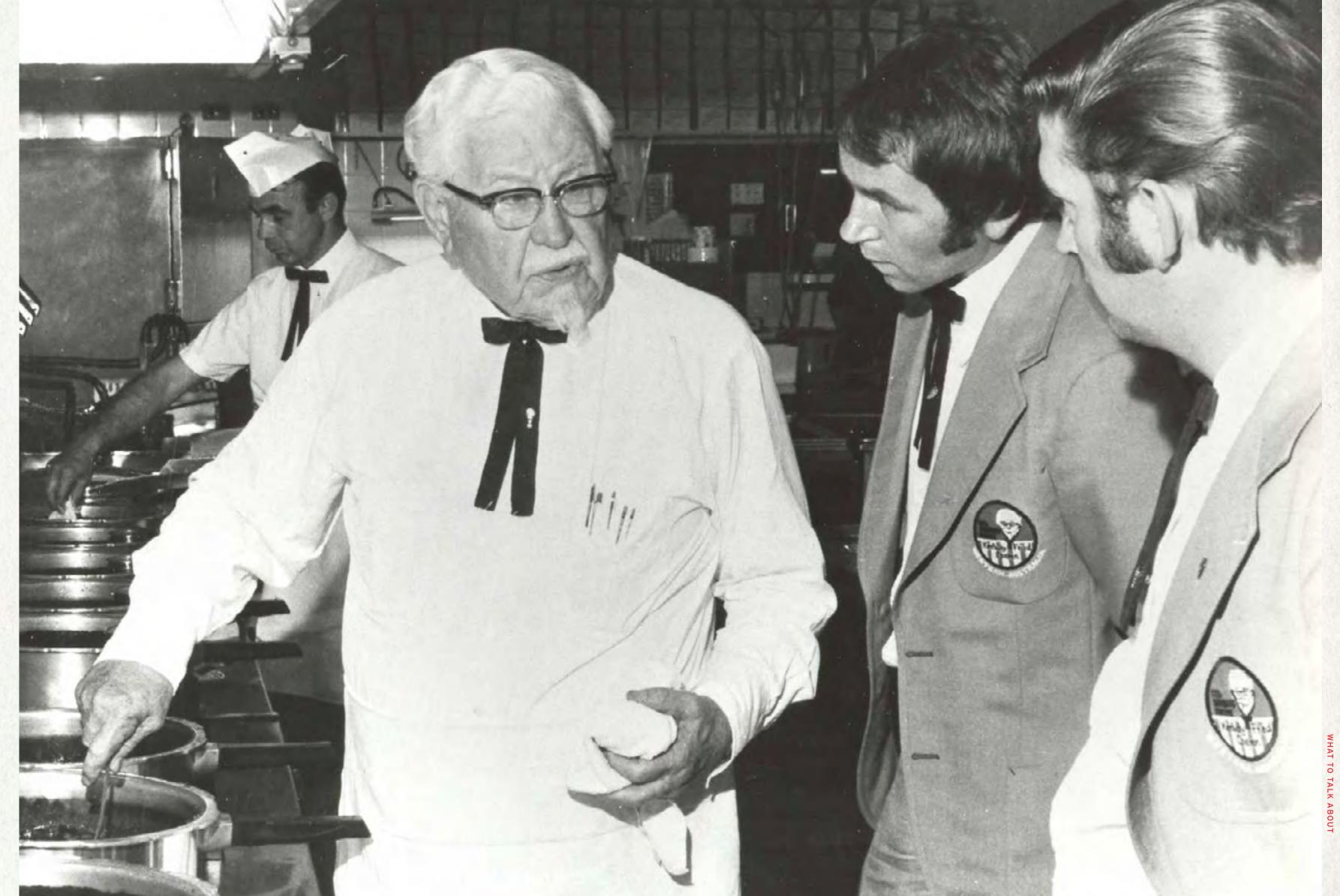




I'VE ALREADY SAID THIS A FEW TIMES, BUT IT'S WORTH REPEATINGNOTHING BEATS THE VALUE OF HARD WORK.

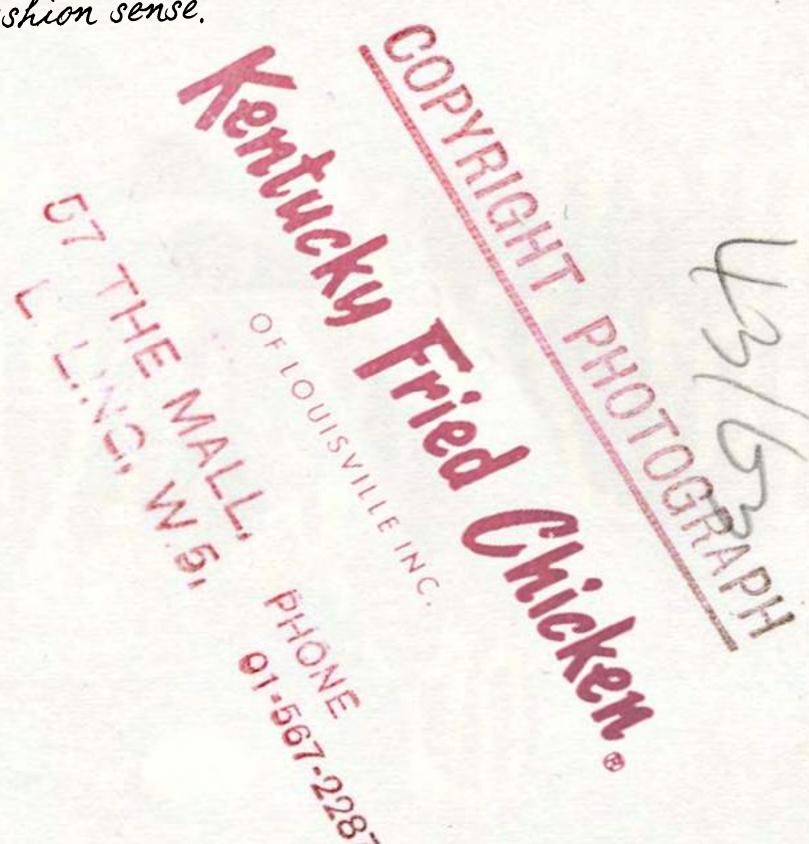
NOPE, NOT EVEN WHATEVER ELSE IT IS YOU'RE THINKING OF.





Passing on some chicken secrets.

Really like these guys' fashion sense.



TAT TO TACK ABOUT

IT'S UNRELENTING.

AS IN, DO NOT RELENT ON QUALITY CONTROL.

NEVER. EVER. CLEAR ENOUGH?

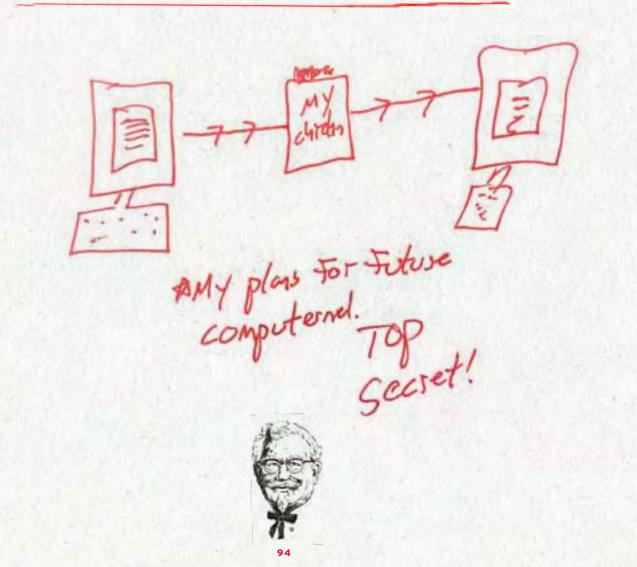


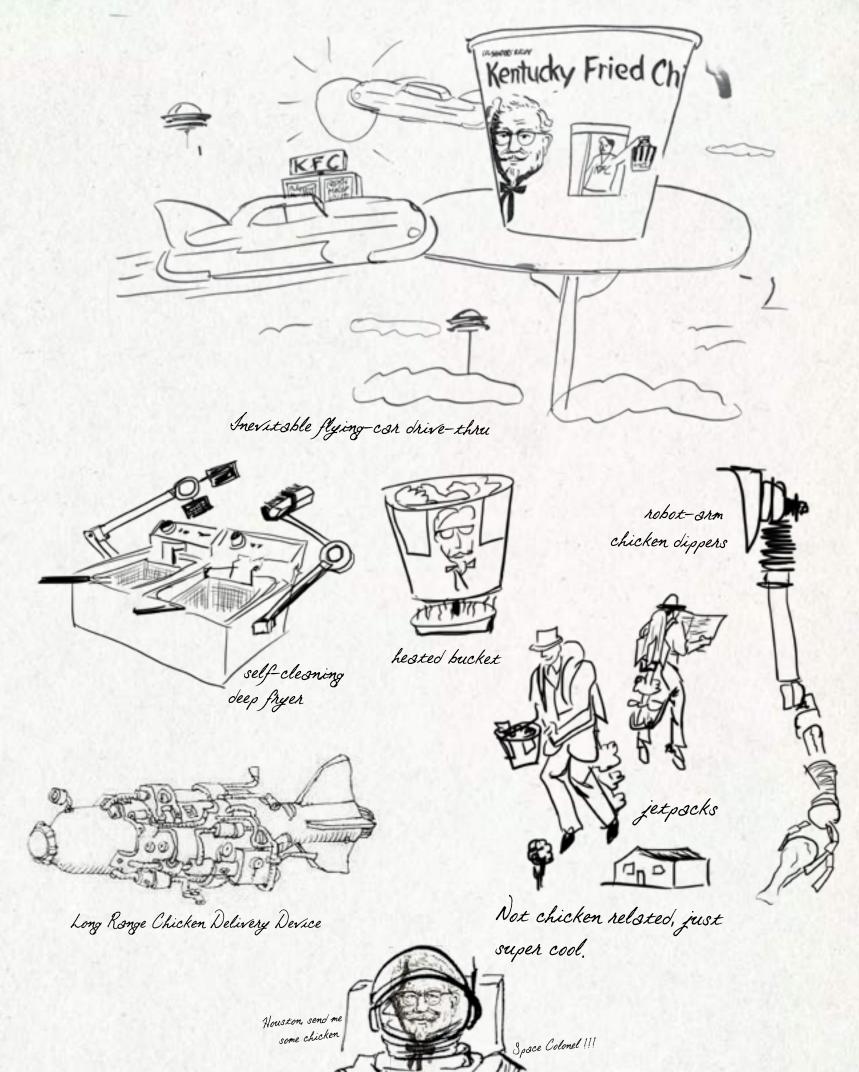


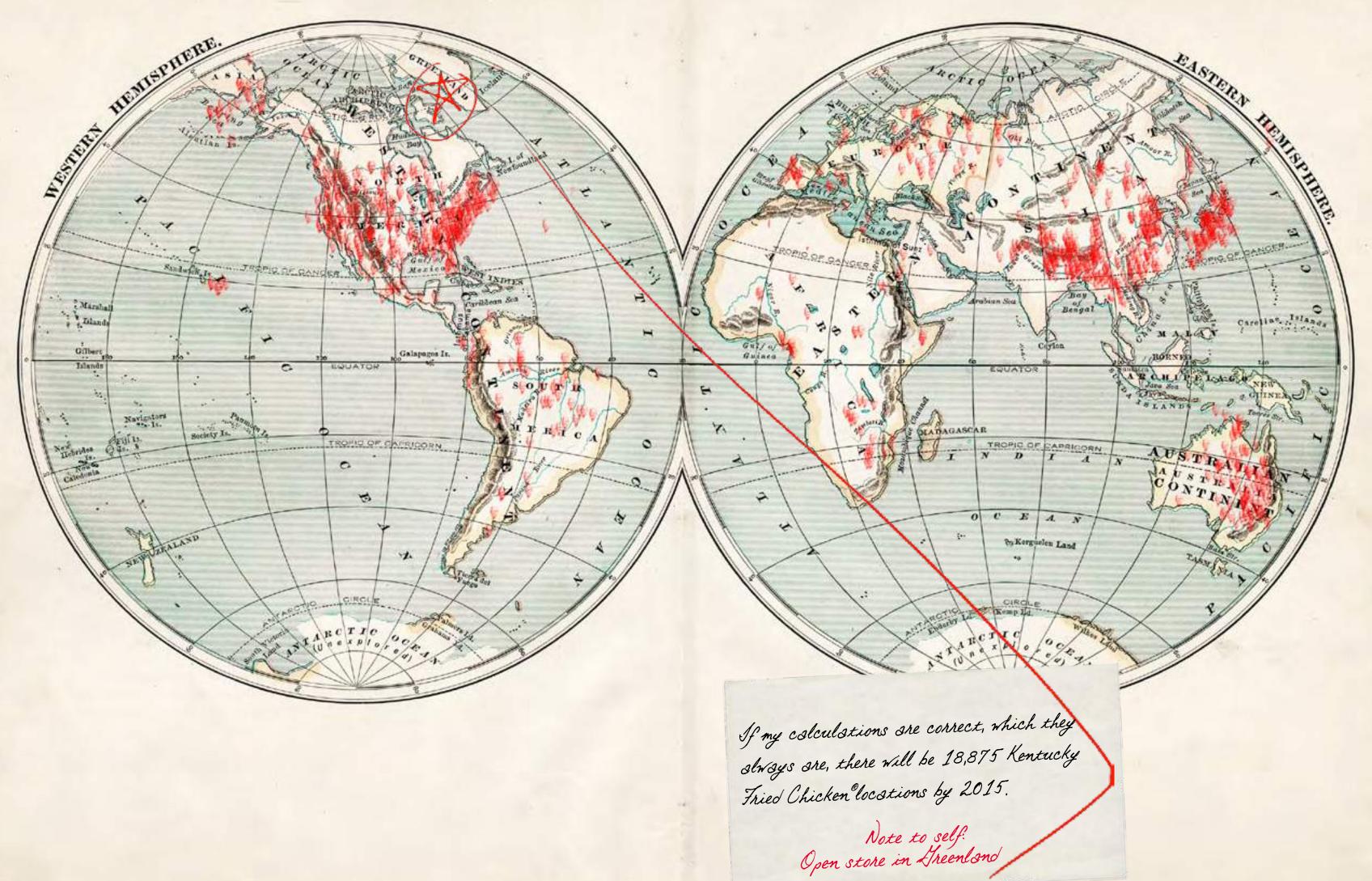
May 14th, 1950

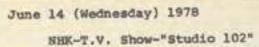
I may be an old-fashioned fried chicken colonel, but even I know the world never stops changing, so we gotts keep up!

Where are a few ideas that will most certainly prove useful in 2015.

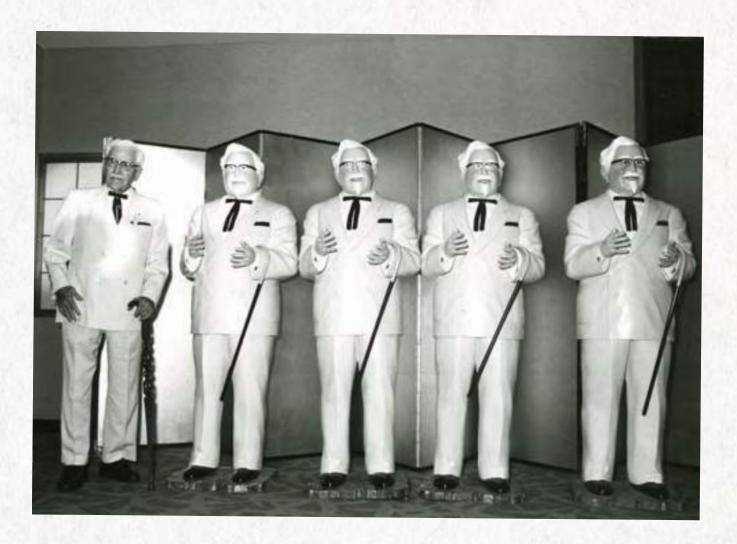














Japan is truly ahead of its time. Now there's a country that understands the value of hard work. There is no doubt in my mind Kentucky Fried Chicken® will do well there.



Ode to dem sides

















Ment wear

Ribbon tiez

while at

work

REGULATION — HE Col.

REGULATION REMOVED

EDITED BY

KFC

BOARD OF

DIRECTORS









SPECIAL NEWS BULLETIN FROM THE DESK OF

Col. Harland Sanders

Well, folks, there you have it—a comprehensive guide to the rich history and tradition of Kentucky Fried Chicken[®] written by me in the present, which is now the past, to help you in the future. Someone should make a movie out of that.

Anyway, it is my sincerest hope that you will put all of this information to good use and continue to make the world's finest home-cooked meals. Not only have I hopefully reminded you about the values that built this brand, but I'm also 100% confident my amazing marketing ideas will come in very handy. Use them well.

Just remember, making fried chicken The Hard Way is what we do—and it's why people keep coming back for more. So don't get soft. Ever.

OK, now, I'm off. I've got a bit of Coloneling to do, and I've also got a fantastic idea for a handheld communication device that also lets you play games and share pictures of your food.

All the best,

Colonel Harland Sanders

KENTUCKY FRIED CHICKEN INC. 1900 COLONEL SANDERS LANE LOUISVILLE, KENTUCKY 40213



